



Peoples Telephone Cooperative, Inc.

Application for the FCC's Lifeline Pilot Program

Requested Response to Application Review Process

WC Docket No. 11-42

August 10, 2012

Submitted by:

Peoples Telephone Cooperative, Inc.
102 North Stephens
P.O. Box 228
Quitman, TX 75783

Authorized Representatives:

Regenia Farnham 903-878-0104 Ext. 2136
Sharon Hurley 903-878-0104 Ext. 2144

Table of Contents

Cover LetterPage 2

Application UpdatePage 3

Appendix.....Page 5



August 13, 2012

Federal Communications Commission
445 12th Street, S.W.
Washington, DC 20554

To Whom It May Concern:

Peoples Telephone Cooperative, Inc. is pleased to submit the attachments as a supplement to the Peoples Rural Connection Lifeline Broadband Pilot Project application. These are being submitted in response to FCC requests for additional information as discussed via conference call on the afternoon of August 6, 2012.

Thank you for the opportunity to amend our application and, thus, better serve the needs of our low-income community. Should you have further questions or require additional information, please don't hesitate to contact me or Regenia Farnham at 903-878-0104 X2144 or X2136, respectively.

Sincerely,



Sharon Hurley
Manager of Regulatory Affairs

enc

APPLICATION UPDATE

Documentation for the non-recurring charges for installation of Peoples Wireless LTE service

See *Appendix A* for documentation regarding the non-recurring charges for installation of the LTE service.

The process Peoples Wireless uses to qualify and certify Lifeline eligible customers

Peoples Wireless will continue to utilize the qualification and certification procedures for existing eligibility for Lifeline supported services through the LITE-UP TEXAS Program (Low Income Telephone and Electric Utility Discounts) administered through the Public Utility Commission of Texas.

The attached memo from Jay Stone, administrator of the LITE-UP TEXAS program details the certification process and procedures that must be followed by telephone companies participating in the LITE-UP TEXAS program.

See *Appendix B* for a detailed review of this process.

Commitment to follow eligibility rules as outlines in the Lifeline Reform Order

Through Peoples Wireless's established relationship with the LITE-UP TEXAS Program (Low Income Telephone and Electric Utility Discounts), administered through the Public Utility Commission of Texas, Peoples can ensure that the Peoples Rural Connection Program will comply with the Commission's new rules relating to determinations of subscriber eligibility for Lifeline-supported services.

LITE-UP TEXAS and the Public Utility Commission of Texas fully complies with all of the consumer eligibility and enrollment procedures as detailed in section VI and Appendix C of the Lifeline Reform Order and FNPRM.

Full compliance of the Order and FNPRM is explicitly outlined in the attached Texas Administrative Code SR 26.412 governing the substantive rules applicable to Telecommunications Service Providers as it relates to the Texas Universal Service Fund.¹ This regulation was updated in July 2012 to fully comply with the new rules of the Commission.

See *Appendix C* to review the regulation governing the compliance of the Lifeline Reform Order and FNPRM.

Acknowledgement of Consent

See *Appendix D* for the consent form that Peoples Wireless will use to obtain consent from the pilot program subscribers prior to enrollment in the Peoples Rural Connection Program.

¹ Texas Administrative Code SR 26.412

[http://info.sos.state.tx.us/pls/pub/readtac\\$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=16&pt=2&ch=26&rl=412](http://info.sos.state.tx.us/pls/pub/readtac$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=16&pt=2&ch=26&rl=412)

Additional Letter of Support

The Texas Department of Agriculture (TDA) has recognized the positive impact of this application for the State of Texas and has provided their support of the Peoples Rural Connection Program.

See *Appendix E* for the TDA letter of support.

APPENDIX

APPENDIX A



August 7, 2012

Federal Communications Commission
445 12th Street, S.W.
Washington, DC 20554

To Whom It May Concern:

Peoples Telephone is providing fixed, wireless broadband service to several counties in Northeast Texas utilizing LTE and WiMax technologies.

The services are provided on a contractual basis with the option of a 1 year or 2 year contract with activation fees of \$99.00 (\$107.17 including taxes) and \$199.95 (\$216.45 including taxes), respectively. These activation fees are assessed to help defer the costs associated with installation, such as site survey prior to installation, any associated truck roll, wiring and/or cabling or external antenna installation. All of our customers require a site survey and most of our customers require a truck roll to install an external antenna due to their rurality and lack of proximity to the signal tower.

Other fees may be charged depending on the nature of the installation, but at a minimum a \$199.95 installation fee is required for all customers who sign a one-year contract.

Sincerely,

Keith Kindle
Director of Wireless Operations

[Main](#)[Pay Your Bill](#)[Check Email](#)[Contact](#)[Yellow Pages](#)[Internet](#)[Wireless](#)[Telephone](#)[Alarm Systems](#)[Community](#)[Support](#)[Internet Plans](#)[Internet Availability](#)[Forms](#)[My Account](#)

Internet

Internet Plans

Peoples DSL is fast. REALLY FAST. At broadband speeds, most web pages load almost instantly, and music or video files can often be downloaded in a matter of seconds. With Peoples DSL, you're always connected, so using your high-speed avenue to the Internet is quick and easy - just click to your browser and there's the Web. So if you use the Internet, and you're wondering whether you should step up to Broadband, consider this: After you get Peoples DSL, you'll probably end up using it a whole lot more than you do now. As a matter of fact, at some point you'll almost certainly ask yourself how you ever got along without it. Maybe now is the time to make the leap to Peoples DSL.

BASIC

- Up to 20x faster than dial up*
- Personal web space
- Plus \$49 one time installation w/1yr contract
- Installation FREE w/2yr contract

Monthly Fee: \$39.95

SELECT

- Up to 35x faster than dial up*
- Personal web space
- Plus \$49 one time installation w/1yr contract
- Installation FREE w/2yr contract

Monthly Fee: \$49.95

PREMIUM

- Up to 70x faster than dial up*
- Personal web space
- Plus \$49 one time installation w/1yr contract
- Installation FREE w/2yr contract

Monthly Fee: \$99.95

*speeds are approximate

WIRELESS BASIC

Monthly Fee: \$39.95 + \$199.95 Setup Fee

WIRELESS SELECT

Monthly Fee: \$49.95 + \$199.95 Setup Fee

WIRELESS PREMIUM

Monthly Fee: \$99.95 + \$199.95 Setup Fee **

A site survey must be done to determine if you qualify for Wireless Internet service. ** Wireless Premium is not available to all areas. Please contact our business office to setup a site survey at 903-763-4941.

BASIC CHOICE

- 2000 Free Nationwide Minutes
- Up to 1mb DSL Connection
- 2 access lines
- 9 calling features

SELECT CHOICE

- 2000 Free Nationwide Minutes
- Up to 2mb DSL Connection
- 2 access lines
- 9 calling features

SELECT CHOICE PLUS

- Unlimited Free Nationwide Minutes
- Up to 2mb DSL Connection
- 2 access lines
- 9 calling features

PREMIUM CHOICE

- Unlimited Free Nationwide Minutes
- Up to 4mb DSL Connection
- 2 access lines
- 9 calling features

SAVE UP TO \$352 A YEAR!

Monthly Fee: \$79.99*

SAVE UP TO \$352 A YEAR!

Monthly Fee: \$89.99*

SAVE UP TO \$352 A YEAR!

Monthly Fee: \$99.99*

SAVE UP TO \$712 A YEAR!

Monthly Fee: \$139.99**FEES: Membership & Connection Fees Apply. *Rates do not include applicable state and federal taxes & surcharges. **DSL Connection requires a 12 month contract.***BASIC CHOICE**

- 2000 Free Nationwide Minutes
- Up to 1mb DSL Connection
- 2 access lines
- 9 calling features

Monthly Fee: \$99.99***SELECT CHOICE**

- 2000 Free Nationwide Minutes
- Up to 2mb DSL Connection
- 2 access lines
- 9 calling features

Monthly Fee: \$109.99***SELECT CHOICE PLUS**

- Unlimited Free Nationwide Minutes
- Up to 2mb DSL Connection
- 2 access lines
- 9 calling features

Monthly Fee: \$119.99***PREMIUM CHOICE**

- Unlimited Free Nationwide Minutes
- Up to 4mb DSL Connection
- 2 access lines
- 9 calling features.

Monthly Fee: \$159.99**FEES: Membership & Connection Fees Apply. *Rates do not include applicable state and federal taxes & surcharges. **DSL Connection requires a 12 month contract. BUSINESS CHOICE***UNLIMITED DIAL UP**

Local dial-up modem access with unlimited usage & one email account.

Monthly Fee: \$18.95 +
\$15.00 Setup Fee**Additional Options****DSL modem protection: \$2.99**

Add modem protection to your DSL service and protect your DSL Modem.

DSL wireless router option: \$3.99

Add a Wireless DSL Modem to your account to connect your wireless devices.

Additional email address: \$2.00

Additional email account for DSL customers.

Additional Email Address: \$2.00

Additional email account for dial-up customers

Call Today 1-800-333-9779

© 2012 Peoples Telephone Cooperative, Inc. All Rights Reserved.

102 North Stephens • Quitman, TX 75783 • Tel: 903-763-4941 Fax: 903-878-2433 Disclaimer

Company
Cooperative
Careers
Employee
My AccountBill Pay
Email
Community
Web Search
PoliciesContact
Support
Press Releases
Yellow Pages
Forms

APPENDIX B

LITE-UP TEXAS TSP REQUIREMENTS

To: Telephone Companies participating in the LITE-UP Texas Program

From: Jay Stone, Program Administrator

Subject: Telephone Rate Reduction Program (Lifeline)

Attachments:

1. Contacts and Telephone Company Responsibilities
2. Telephone Company Input File Requirements – October 2012 Process
3. Telephone Company Output File Requirements – October 2012 Process
4. Zip File Compatibility
5. Telephone Company Process Schedule
6. Frequently Asked Questions
7. Telephone Company Input File Requirements – Current Process
8. Telephone Company Output File Requirements – Current Process

Telephone Rate Reduction Program (Lifeline) Overview

The Telephone Rate Reduction Program (Lifeline) of the LITE-UP Texas program is designed to help qualified low-income individuals pay the monthly cost of basic telephone service.

A resident is qualified if the current total household income is at or below 150 percent of the federal poverty guidelines. A resident is also qualified if anyone in their household are currently receiving: Food Stamps (SNAP), Medicaid, Low-Income Home Energy Assistance Program support, Federal Public Housing Assistance, Supplemental Security Income (SSI), Health Benefit Coverage under Child Health Plan (CHIP) under Chapter 62 support, Temporary Assistance for Needy Families (TANF), and the National School Lunch Program – Free Lunch Program.

Lifeline reduces the basic monthly telephone rate by \$7 and waives the federal subscriber line charge for those who qualify. This program does not cover the cost of additional services such as caller ID or voice messaging. In addition, a reduction for installation of local telephone service may be available to these customers through the Link-Up program.

Please note the following changes to the information that you must provide to the LIDA on a monthly basis beginning in October 2012:

1. The file structures of those files you will submit and receive beginning with the October 2012 match process are included in this document
2. A P.O. box will no longer be accepted as a service address.
 - Beginning in October 2012 the customer record will be rejected if the Service address contains a P.O. box.
3. You must include the billing address for each customer (P.O. boxes are permitted in the Billing Address). This address could be the same as the Service Address.

LITE-UP TEXAS TSP REQUIREMENTS

Telephone Company Responsibilities Overview - General

1. The Telephone Company must provide a file containing all of their residential customers in the format described in Attachment 2.
2. This file is due to the LIDA each month as stated in the LIDA data submission calendar (Attachment 5).
Note: Any time spent by the LIDA in getting data properly transferred (i.e., incorrectly formatted files, incorrect file names) will be billed by the LIDA to the Telephone Company at \$145.00 per hour (one hour minimum). Each Telephone Company incurring the hourly charge from the LIDA will be invoiced by the LIDA and payment shall be made directly to the LIDA.
3. The LIDA will notify the Telephone Company when the list of customers eligible for the discount is available. See the LIDA data submission calendar for the date this file is scheduled to be available.
4. The Telephone Company will apply the rate reduction within 30 days of notification by the LIDA.
5. The Telephone Company will contact the LIDA whenever there is a change in the Telephone Company contact information.

Telephone Rate Reduction Eligibility Process Overview

1. The LIDA receives a file of benefit recipients from the Texas HHSC.
2. The LIDA received self-enrollment applications directly from customers
3. The LIDA receives a file of residential customers from the Telephone Companies
4. If the file of residential customers is not received by the due date listed on the Solix Schedule (Attachment 5), the prior month's file will be used.
5. The HHSC file and the self-enrollment files are combined into an Enrollment file.
6. The enrollment file is compared to the Telephone Company files to determine if key data matches. Key Data includes:
 - a. Enrollment List (EL) Telephone Number vs. Telephone Company (TC) Telephone Number
 - b. EL Social Security Number vs. TC Social Security Number
 - c. EL Full Name and Mailing Address vs. TC Full Name and Service Address
 - d. EL Full Name and Residential Address vs. TC Full Name and Service Address
7. If a match is found using any of these, the customer is added to the Discount Eligibility File.
8. The discount eligibility file will be made available to the Telephone Companies via the LIDA FTP site.

LITE-UP TEXAS TSP REQUIREMENTS

ATTACHMENT 1 – Contacts and Telephone Company Responsibilities

CONTACTS

- **Public Utility Commission**
Jay Stone
Jay.Stone@puc.state.tx.us
(512)936-7425
- **Low Income Discount Administrator (Solix, Inc.)**
Michael Quinn
mquinn@solixinc.com
(973) 581-6728

Michael Maciej
mmaciej@solixinc.com
(973) 581-5052

SPECIFIC CONTACTS

- Issues regarding file requirements, testing, data transfer, etc. with LIDA, contact ;
Michael Quinn, Director
mquinn@solixinc.com
(973) 581-6728
- LITE-UP Texas program, contact;
Mike Maciej, Program Manager
mmaciej@solixinc.com
(973) 581-5052
- Issues regarding new TSPs, contact changes, or customer eligibility questions:
Kevin Conroy, Operations Supervisor
liteuptexasupport@solixinc.com
(973) 581-7519
- Rules questions, contact;
Jay Stone, Program Administrator
Jay.Stone@puc.state.tx.us
(512) 936-7425

DATES OF IMPORTANCE

- The file of your residential customers is due according to the Solix schedule (Attachment 5).
- The file from Solix that identifies those customers who are eligible for the discount will be available no later than 11:00am CST on the last working day of the month.
- See the attached schedule for the relevant dates throughout the year (Attachment 5).

LITE-UP TEXAS TSP REQUIREMENTS

ATTACHMENT 1 – Contacts and Telephone Company Responsibilities

The LIDA will determine those customers who are eligible for the discount by using the Health & Human Services (formerly TDHS) database, the LIDA Self-Enrollment database, and the residential customer files provided by the Telephone Companies. The key fields that will be used to determine a match for the discount are:

- Name
- Telephone Number
- Social Security number
- Service Address (with any appropriate descriptor)

The LIDA Call Center and PUC Call Center will be available to customers to answer questions regarding their eligibility.

The resources used and costs incurred by each Telephone Company in preparing files for the LIDA will be each Telephone Company's responsibility.

Any time spent by a Telephone Company with the LIDA in getting data properly transferred will be billed to the TSP at the discretion of the LIDA at \$145.00 per hour. Each Telephone Company incurring the hourly charge from the LIDA will be invoiced by the LIDA and payment shall be made directly to the LIDA.

Should you have any questions, please contact me and I will get you the answers. I appreciate the efforts involved in instituting this program.

Jay Stone

LITE-UP TEXAS TSP REQUIREMENTS

ATTACHMENT 2 – Telephone Company Input File Requirements – October 2012 Process

TELEPHONE COMPANY INPUT FILE REQUIREMENTS – Beginning October 2012

GENERAL

Each Telephone Company participating in the LITEUP program must provide on a monthly basis a zip file containing two files as specified below:

- A list of their active residential customers (residing in the state of Texas) in a comma delimited text file
- A separate control file showing the total number of rows residing in the text file

The company is then responsible for FTP'ing the Zip file to the Solix FTP site ("*Site location*"). Secure FTP Login instructions will be provided in a separate document.

NAMING CONVENTION

Each file generated must follow a common naming convention as shown below.

TSP2nnnnnnnn_YYYYMM.zip <i>(containing the .txt and .ctrl files)</i> TSP2nnnnnnnn_YYYYMM.txt TSP2nnnnnnnn_YYYYMM.ctrl The suffix naming convention is: <table><tr><td>.txt</td><td>Identifies the residential customer list</td></tr><tr><td>.ctrl</td><td>Identifies the control file</td></tr><tr><td>.zip</td><td>Identifies the zip file containing the other two files</td></tr></table>		.txt	Identifies the residential customer list	.ctrl	Identifies the control file	.zip	Identifies the zip file containing the other two files
.txt	Identifies the residential customer list						
.ctrl	Identifies the control file						
.zip	Identifies the zip file containing the other two files						
TSP	This is a constant value that is used by the LIDA to distinguish between the electric and telephone programs.						
2nnnnnnnn	A unique nine digit number assigned by the LIDA to each participating TSP. This number will be provided to the TSP under a separate document.						
_	An underscore						
YYYYMM	Four digit year and two digit month representing the year and month the file is being generated.						

LITE-UP TEXAS TSP REQUIREMENTS

ATTACHMENT 2 – Telephone Company Input File Requirements – October 2012 Process

INPUT FILE REQUIREMENTS

The file generated must be a comma delimited text file separated by commas with each character field enclosed in double quotation marks.

<u>Input Field Name</u>	<u>Description</u>	<u>Examples</u>
Last Name	The last name of the customer.	Jones Jones III Jones Jr
First & Middle Name	The first name and middle initial of the customer.	Joseph H
Primary SSN	The social security number of the customer. (See Note 1)	012345678 (no dashes) 5678
Telephone Number	The 10-digit telephone number of the customer (includes area code).	1234567890 (no dashes)
Service Address	The address receiving the service. A street address is required	123 Main St 567 N Main St Apt 6
Service City	The City Name.	Houston
Service Zip	The Zip Code or Zip Code Plus. If there is a Zip Code Plus, please place a hyphen between the Zip Code and the Zip Code Plus field.	78701 78701-1234
Customer Account Number	The account number assigned to this customer by the company. (See Note 2)	
Billing Address	This should be provided if there is a billing address other than that provided as the Service Address. Correspondence will be sent to this address. If there is no separate billing address the Service address should be duplicated in this field.	123 Main St. P.O. Box 234
Billing City	The City Name of the Billing Address	Houston
Billing Zip	The Zip Code or Zip Code Plus of the Billing Address. If there is a Zip Code Plus, please place a hyphen between the Zip Code and the Zip Code Plus Field	78701 78701-1234
Birth Date	The birth date of the customer	12/12/2012 (MM/DD/YYYY)

Note 1: The full SSN will assist the LIDA during the matching process by providing more accurate match criteria. Should there be privacy issues please provide the last 4 digits of the SSN.

Note 2: This is an optional field. If the company provides the customer account number it will be flowed back when the LIDA generates the discount list. This would assist the company in applying the discount.

LITE-UP TEXAS TSP REQUIREMENTS

ATTACHMENT 2 – Telephone Company Input File Requirements – October 2012 Process

SAMPLE RESIDENTIAL CUSTOMER LIST INPUT FILE FORMAT

Filename: TSP2nnnnnnnnn_YYYYMM.txt

Sample Filename: TSP200012345_200901.txt

Record Format:

"Last Name","First Name","SSN","Tele Number","Address","City","Zip Code","Customer Account Number","Billing Address","Billing City","Billing Zip Code","Birth Date"

Sample Records:

All fields populated

"SMITH","JOHN","123456789","5121234567","123 MAIN ST.,"HOUSTON","78701-1234","ZZZ-YY-XXX-T","123 MAIN ST.,"HOUSTON","78701-1234","12/12/2012"

Customer Account fields not populated (Notice the "" showing that the field is blank)

"SMITH","JOHN","123456789","5121234567","123 MAIN ST.,"HOUSTON","78701-1234","","","123 MAIN ST.,"HOUSTON","78701-1234","","12/12/2012"

SAMPLE CONTROL FILE FORMAT

This file will only contain a single row with one column. The value of that column will be the total number of records found in the Residential Customer List (.txt file). For example, if the company generates a residential customer list to send to the LIDA containing 10,000 records, the control file would contain the value 10000 starting in position 1 of the record.

Filename: TSP2nnnnnnnnn_YYYYMM.ctrl

Sample Filename: TSP200012345_200901.ctrl

Record Format: 999999999 (where 999999999 represents the total number of records in the .txt file)

Sample Record: 10000

LITE-UP TEXAS TSP REQUIREMENTS

ATTACHMENT 2 – Telephone Company Input File Requirements – October 2012 Process

Additional Examples of Correct Formats:

Names: Middle name should be included in either First name or Last name without any quotes to it. Common mistakes in the first and last names are listed below. Correct format is also suggested.

Wrong Format	Right format
"Pat", ""Martin", " III""	"Pat", "Martin III"
""Short", " M D""", "James"	"Short M D", "James"
"BLOCKER", ""Ronnie" GEORGE"	"BLOCKER", "Ronnie GEORGE"
"Ortiz "Cesar""", "Elizabeth"	"Ortiz Cesar", "Elizabeth"

Address fields: Some of the Address fields are provided with extra double quotes (") in the middle, or additional quotes at the beginning or end of the address field. The below are the examples of the wrong and right formats respectively.

Wrong Format	Right format
"5101 North "A" Street, Apt. 218"	"5101 North A Street, Apt. 218"
"3301 N. "K" Center St"	"3301 N. K Center St"
""132 S Main St"	"132 S Main St"
"132 S Main St""	"132 S Main St"

Phone Numbers: Phone numbers should not have special characters like (,), - or spaces in the numbers. It should be only 10 digits. The following formats shows common wrong formats and right once to them.

Wrong Format	Right format
"(956)-227-4736"	"9562274736"
"956-227-4736"	"9562274736"
"956 227 4736"	"9562274736"

Social Security Numbers: SSN also a string nine digit number without any Colons or spaces in between.

Wrong Format	Right format
"466-62-7837"	"466627837"
"466 62 7837" [spaces between the numbers]	"466627837"
"*****7837"	"7837"

LITE-UP TEXAS TSP REQUIREMENTS

ATTACHMENT 3 – Telephone Company Output File Requirements – October 2012 Process

TELEPHONE DISCOUNT LIST FILE LAYOUT – Beginning October 2012

GENERAL

The LIDA will generate a discount list for each Telephone Company participating in the LITEUP program that has a residential customer that matched against the LITEUP Enrollment database.

The LIDA will provide a Zip file containing two additional files:

- A list of the company's residential customers who qualify for the discount in a comma delimited text file.
- A separate control file showing the total number of rows residing in the text file.

The LIDA will place the zip file on the Solix FTP site under the **"OUTPUT" directory** and notify the company that the file is ready for download. The company will then use the Secure FTP software to retrieve the zip file. Login instructions to the Solix FTP site will be provided in a separate document.

Each file will follow the common naming convention as shown below.

TSP2nnnnnnnn_YYYYMM.zip <i>(containing the .txt and .ctrl files)</i> TSP2nnnnnnnn_YYYYMM.txt TSP2nnnnnnnn_YYYYMM.ctrl The suffix naming convention is: <table><tr><td>.txt</td><td>Identifies the residential customer list</td></tr><tr><td>.ctrl</td><td>Identifies the control file</td></tr><tr><td>.zip</td><td>Identifies the zip file containing the other two files</td></tr></table>		.txt	Identifies the residential customer list	.ctrl	Identifies the control file	.zip	Identifies the zip file containing the other two files
.txt	Identifies the residential customer list						
.ctrl	Identifies the control file						
.zip	Identifies the zip file containing the other two files						
TSP	This is a constant value that is used by the LIDA to distinguish between the electric and telephone programs.						
2nnnnnnnn	A unique nine digit number assigned by the LIDA to each participating TSP. This number will be provided to the TSP under a separate document.						
_	An underscore						
YYYYMM	Four digit year and two digit month representing the year and month the file is being generated.						

LITE-UP TEXAS TSP REQUIREMENTS

ATTACHMENT 3 – Telephone Company Output File Requirements – October 2012

OUTPUT FILE LAYOUT

The file generated will be a comma delimited text file separated by commas with each character field enclosed in double quotation marks.

NOTE: All fields prefixed with **primary** identify the person whom the service is provided for – not the person who is being billed unless they are one and the same. All fields prefixed with **service** represent the location (address, city and zip) that is receiving the service. With the exception of the last two fields shown, all other data will be the same as the data originally submitted by the company.

<u>Input Field Name</u>	<u>Description</u>	<u>Examples</u>
Primary Name - Last	The last name of the customer.	Jones Jones III Jones Jr
Primary Name - First & Middle	The first name and middle initial of the customer.	Joseph H
Primary SSN	The social security number of the customer.	012345678 (no dashes)
Primary Telephone Number	The 10-digit telephone number of the customer (includes area code).	1234567890 (no dashes)
Service Address	The address receiving the service.	123 Main St First house on left
Service City	The City Name.	Houston
Service Zip	The Zip Code or Zip Code Plus. If there is a Zip Code Plus, please place a hyphen between the Zip Code and the Zip Code Plus field.	78701 78701-1234
Customer Account Number	The account number assigned to this customer by the company. (See Note 1)	
Birth Date	The birth date of the customer	12/12/2012 (MM/DD/YYYY)

Note 1: This is an optional field. If the company provides the customer account number it will be flowed back on the discount list.

LITE-UP TEXAS TSP REQUIREMENTS

ATTACHMENT 3 – Telephone Company Output File Requirements – October 2012 Process

SAMPLE RESIDENTIAL CUSTOMER LIST INPUT FILE FORMAT

Filename: TSP2nnnnnnnnn_YYYYMM.txt

Sample Filename: TSP200012345_200901.txt

Record Format:

" Last Name", "First Name", "SSN", "Tele Number", "Address", "City", "Zip Code", "Customer Account Number", "Birth Date"

Sample Records:

All fields populated

"SMITH", "JOHN", "123456789", "5121234567", "123 MAIN ST.", "HOUSTON", "78701-1234", "ZZZ-YY-M", "12/12/2012"

Customer Account Number fields are not supplied (*Notice the "" showing that the field is blank*)

" JONES", "MARY", "123456789", "5125551000", "18 YORK AVENUE", "DALLAS", "75201", "", "12/12/2012"

SAMPLE CONTROL FILE FORMAT

This file will only contain a single row with one column. The value of that column will be the total number of records representing the company's residential customers who qualify for the discount (.txt file). For example, if the LIDA matched 10,000 records of the company's residential customers who qualify for the discount, the control file would contain the value 10000 starting in position 1 of the record.

Filename: TSP2nnnnnnnnn_YYYYMM.ctrl

Sample Filename: TSP200012345_200901.ctrl

Record Format: 999999999 (where 999999999 represents the total number of records in the .txt file)

Sample Record: 10000

LITE-UP TEXAS TSP REQUIREMENTS

ATTACHMENT 4 – Zip File Compatibility

ZIP SOFTWARE COMPATIBILITY REQUIREMENTS

The Zip files can be created with WinZip or PKZip or any other software that maintains compatibility with WinZip8.1. Details of our Cross product compatibility test are as follows:

Note: Encrypted Zip files are not allowed. The Communication Channel (FTP Site) will be Encrypted to provide the desired security

Cross product Compatibility Test

<div>Zip UnZip</div>	WinZip 8.1	WinZip 7.0	PKZip 6.0	PKZip 6.0 (Encrypted)
WinZip 8.1	●	●	●	
WinZip 7.0	●	●	●	
PKZip 6.0	●	●	●	
PKZip 6.0 (Encrypted)				●

LITE-UP TEXAS TSP REQUIREMENTS

ATTACHMENT 5 – Telephone Company Process Schedule

2011/2012 Schedule – Monthly Process

LIDA Discount Processing Year/Month (this is the year and month <u>specified in the</u> <u>file names</u>)	Telephone Service Provider residential customer data is due to the LIDA FTP site on or before 11:00am Central Time	LITE-UP Texas telephone discount lists are available from the LIDA FTP site after 11:00am Central Time
201109	9/23/2011	9/30/2011
201110	10/25/2011	10/31/2011
201111	11/22/2011	11/30/2011
201112	12/22/2011	12/30/2011
201201	1/24/2012	1/31/2012
201202	2/23/2012	2/29/2012
201203	3/23/2012	3/30/2012
201204	4/24/2012	4/30/2012
201205	5/24/2012	5/31/2012
201206	6/22/2012	6/29/2012
201207	7/24/2012	7/31/2012
201208	8/24/2012	8/31/2012

LITE-UP TEXAS TSP REQUIREMENTS

ATTACHMENT 6 – Frequently Asked Questions

The LIDA is providing us with names of customers who are not eligible for the discount. What should I do?

This may occasionally happen as the data that we receive from HHSC may not be current. Should this happen, you may escalate the issue to the LIDA. We will work with the PUCT and HHSC to identify and resolve the incorrect information in time for the next match.

The list of customers eligible for the discount that is provided by the LIDA does not contain a customer who is eligible for the discount. What should I do?

In many cases the information received from the HHSC may not be current which will result in a customer not matching for the discount. Also, there is a good deal of variability in the way that addresses are reflected in both the HHSC files and the Telephone Company files. The LIDA employs a software solution in an attempt to minimize these discrepancies (e.g., the software will make 100 Main = 100 Main St.). Non-standard abbreviations in the addresses such as CR for County Road may result in the customer not receiving the discount. If escalated by the customer, we will inform the customer to work with HHSC and their telephone provider to ensure that the address information is consistent.

When is my file due to the LIDA?

The file is due for each month according to the schedule that is provided in Attachment 5. The LIDA will typically notify you before the stated due date with a reminder that your file is due.

What should I do if my file is going to be late?

All attempts should be made so that you provide the file on time. If you know that your file will be late, please notify the LIDA (Mike Quinn or Mike Maciej). The LIDA will try to accommodate your need for an extension, but there may be times when this is not possible and the LIDA will use the file you provided in the previous month with the concurrence of the PUCT. If you did not provide a file in the previous month, your company will be placed on the inactive list and no discount information will be generated until you begin providing files per the schedule in Attachment 5.

Why is the LIDA charging me \$145 an hour when this service was free in the past?

The LITE-UP Texas program has expanded substantially over the past several years. It started with 88 TSPs in June 2004 and had grown to 126 TSPs in March 2012. The LIDA can no longer continue to assist companies who are submitting incorrect files and still meet the schedule that is established by the PUCT to provide the TSPs with their discount files. The \$145 fee is charged to cover the cost of additional resources incurred to re-review your files and to ensure that we meet the schedule as stated in Attachment 5.

Why was the Quarterly Process discontinued?

The recent FCC Order has been reviewed and necessitated that we take a different approach to ensuring that only one discount is provided to a household/Economic Unit.

LITE-UP TEXAS TSP REQUIREMENTS

ATTACHMENT 7 – Telephone Company Input File Requirements – Current Process

TELEPHONE COMPANY INPUT FILE REQUIREMENTS

GENERAL

Each Telephone Company participating in the LITEUP program must provide on a monthly basis a zip file containing two files as specified below:

- A list of their active residential customers (residing in the state of Texas) in a comma delimited text file
- A separate control file showing the total number of rows residing in the text file

The company is then responsible for FTP'ing the Zip file to the Solix FTP site ("*Site location*"). Secure FTP Login instructions will be provided in a separate document.

NAMING CONVENTION

Each file generated must follow a common naming convention as shown below.

TSP2nnnnnnnn_YYYYMM.zip (containing the .txt and .ctrl files) TSP2nnnnnnnn_YYYYMM.txt TSP2nnnnnnnn_YYYYMM.ctrl The suffix naming convention is: <table><tr><td>.txt</td><td>Identifies the residential customer list</td></tr><tr><td>.ctrl</td><td>Identifies the control file</td></tr><tr><td>.zip</td><td>Identifies the zip file containing the other two files</td></tr></table>		.txt	Identifies the residential customer list	.ctrl	Identifies the control file	.zip	Identifies the zip file containing the other two files
.txt	Identifies the residential customer list						
.ctrl	Identifies the control file						
.zip	Identifies the zip file containing the other two files						
TSP	This is a constant value that is used by the LIDA to distinguish between the electric and telephone programs.						
2nnnnnnnn	A unique nine digit number assigned by the LIDA to each participating TSP. This number will be provided to the TSP under a separate document.						
_	An underscore						
YYYYMM	Four digit year and two digit month representing the year and month the file is being generated.						

LITE-UP TEXAS TSP REQUIREMENTS

ATTACHMENT 7 – Telephone Company Input File Requirements – Current Process

INPUT FILE REQUIREMENTS

The file generated must be a comma delimited text file separated by commas with each character field enclosed in double quotation marks.

<u>Input Field Name</u>	<u>Description</u>	<u>Examples</u>
Last Name	The last name of the customer.	Jones Jones III Jones Jr
First & Middle Name	The first name and middle initial of the customer.	Joseph H
Primary SSN	The social security number of the customer. (See Note 1)	012345678 (no dashes)
Telephone Number	The 10-digit telephone number of the customer (includes area code).	1234567890 (no dashes)
Service Address	The address receiving the service. If a street address is not available, the company should populate this field with whatever address is on file for that customer.	123 Main St P.O. Box 123 567 N Main St Apt 6
Service City	The City Name.	Houston
Service Zip	The Zip Code or Zip Code Plus. If there is a Zip Code Plus, please place a hyphen between the Zip Code and the Zip Code Plus field.	78701 78701-1234
Customer Account Number	The account number assigned to this customer by the company. (See Note 2)	

Note 1: This is an optional field. If the company captures the SSN and can supply it, it will assist the LIDA during the matching process by providing more accurate match criteria.

Note 2: This is an optional field. If the company provides the customer account number it will be flowed back when the LIDA generates the discount list. This would assist the company in applying the discount.

LITE-UP TEXAS TSP REQUIREMENTS

ATTACHMENT 7 – Telephone Company Input File Requirements – Current Process

SAMPLE RESIDENTIAL CUSTOMER LIST INPUT FILE FORMAT

Filename: TSP2nnnnnnnnn_YYYYMM.txt

Sample Filename: TSP200012345_200901.txt

Record Format:

"Last Name", "First Name", "SSN", "Tele Number", "Address", "City", "Zip Code", "Customer Account Number"

Sample Records:

All fields populated

"SMITH", "JOHN", "123456789", "5121234567", "123 MAIN ST.", "HOUSTON", "78701-1234", "ZZZ-YY-XXX-T"

SSN and Customer Account fields not populated (*Notice the "" showing that the field is blank*)

"JONES", "MARY", "", "5125551000", "18 YORK AVENUE", "DALLAS", "75201", ""

SAMPLE CONTROL FILE FORMAT

This file will only contain a single row with one column. The value of that column will be the total number of records found in the Residential Customer List (.txt file). For example, if the company generates a residential customer list to send to the LIDA containing 10,000 records, the control file would contain the value 10000 starting in position 1 of the record.

Filename: TSP2nnnnnnnnn_YYYYMM.ctrl

Sample Filename: TSP200012345_200901.ctrl

Record Format: 999999999 (where 999999999 represents the total number of records in the .txt file)

Sample Record: 10000

LITE-UP TEXAS TSP REQUIREMENTS

ATTACHMENT 7 – Telephone Company Input File Requirements – Current Process

Additional Examples of Correct Formats:

Names: Middle name should be included in either First name or Last name without any quotes to it. Common mistakes in the first and last names are listed below. Correct format is also suggested.

Wrong Format	Right format
"Pat", ""Martin", " III""	"Pat", "Martin III"
""Short", " M D""", "James"	"Short M D", "James"
"BLOCKER", ""Ronnie" GEORGE"	"BLOCKER", "Ronnie GEORGE"
"Ortiz "Cesar""", "Elizabeth"	"Ortiz Cesar", "Elizabeth"

Address fields: Some of the Address fields are provided with extra double quotes (") in the middle, or additional quotes at the beginning or end of the address field. The below are the examples of the wrong and right formats respectively.

Wrong Format	Right format
"5101 North "A" Street, Apt. 218"	"5101 North A Street, Apt. 218"
"3301 N. "K" Center St"	"3301 N. K Center St"
""132 S Main St"	"132 S Main St"
"132 S Main St""	"132 S Main St"

Phone Numbers: Phone numbers should not have special characters like (,), - or spaces in the numbers. It should be only 10 digits. The following formats shows common wrong formats and right once to them.

Wrong Format	Right format
"(956)-227-4736"	"9562274736"
"956-227-4736"	"9562274736"
"956 227 4736"	"9562274736"

Social Security Numbers: SSN also a string nine digit number without any Colons or spaces in between.

Wrong Format	Right format
"466-62-7837"	"466627837"
"466 62 7837" [spaces between the numbers]	"466627837"
"*****7837"	"7837"

LITE-UP TEXAS TSP REQUIREMENTS

ATTACHMENT 8 – Telephone Company Output File Requirements – Current Process

TELEPHONE DISCOUNT LIST FILE LAYOUT

GENERAL

The LIDA will generate a discount list for each Telephone Company participating in the LITEUP program that has a residential customer that matched against the LITEUP Enrollment database.

The LIDA will provide a Zip file containing two additional files:

- A list of the company's residential customers who qualify for the discount in a comma delimited text file.
- A separate control file showing the total number of rows residing in the text file.

The LIDA will place the zip file on the Solix FTP site under the **"OUTPUT" directory** and notify the company that the file is ready for download. The company will then use the Secure FTP software to retrieve the zip file. Login instructions to the Solix FTP site will be provided in a separate document.

Each file will follow the common naming convention as shown below.

TSP2nnnnnnnn_YYYYMM.zip (containing the .txt and .ctrl files) TSP2nnnnnnnn_YYYYMM.txt TSP2nnnnnnnn_YYYYMM.ctrl The suffix naming convention is: <table><tr><td>.txt</td><td>Identifies the residential customer list</td></tr><tr><td>.ctrl</td><td>Identifies the control file</td></tr><tr><td>.zip</td><td>Identifies the zip file containing the other two files</td></tr></table>		.txt	Identifies the residential customer list	.ctrl	Identifies the control file	.zip	Identifies the zip file containing the other two files
.txt	Identifies the residential customer list						
.ctrl	Identifies the control file						
.zip	Identifies the zip file containing the other two files						
TSP	This is a constant value that is used by the LIDA to distinguish between the electric and telephone programs.						
2nnnnnnnn	A unique nine digit number assigned by the LIDA to each participating TSP. This number will be provided to the TSP under a separate document.						
_	An underscore						
YYYYMM	Four digit year and two digit month representing the year and month the file is being generated.						

LITE-UP TEXAS TSP REQUIREMENTS

ATTACHMENT 8 – Telephone Company Output File Requirements – Current Process

OUTPUT FILE LAYOUT

The file generated will be a comma delimited text file separated by commas with each character field enclosed in double quotation marks.

NOTE: All fields prefixed with **primary** identify the person whom the service is provided for – not the person who is being billed unless they are one and the same. All fields prefixed with **service** represent the location (address, city and zip) that is receiving the service. With the exception of the last two fields shown, all other data will be the same as the data originally submitted by the company.

<u>Input Field Name</u>	<u>Description</u>	<u>Examples</u>
Primary Name - Last	The last name of the customer.	Jones Jones III Jones Jr
Primary Name - First & Middle	The first name and middle initial of the customer.	Joseph H
Primary SSN	The social security number of the customer. (See Note 1)	012345678 (no dashes)
Primary Telephone Number	The 10-digit telephone number of the customer (includes area code).	1234567890 (no dashes)
Service Address	The address receiving the service. If a street address is not available, the company should populate this field with whatever address is on file for that customer.	123 Main St P.O. Box 123
Service City	The City Name.	Houston
Service Zip	The Zip Code or Zip Code Plus. If there is a Zip Code Plus, please place a hyphen between the Zip Code and the Zip Code Plus field.	78701 78701-1234
Customer Account Number	The account number assigned to this customer by the company. (See Note 2)	

Note 1: This is an optional field. If the company provides the SSN on the input file, it will be flowed back on the discount list

Note 2: This is an optional field. If the company provides the customer account number it will be flowed back on the discount list.

LITE-UP TEXAS TSP REQUIREMENTS

ATTACHMENT 8 – Telephone Company Output File Requirements – Current Process

SAMPLE RESIDENTIAL CUSTOMER LIST INPUT FILE FORMAT

Filename: TSP2nnnnnnnnn_YYYYMM.txt

Sample Filename: TSP200012345_200901.txt

Record Format:

" Last Name", "First Name", "SSN", "Tele Number", "Address", "City", "Zip Code", "Customer Account Number"

Sample Records:

All fields populated

"SMITH", "JOHN", "123456789", "5121234567", "123 MAIN ST.", "HOUSTON", "78701-1234", "ZZZ-YY-M"

Primary SSN and Customer Account Number fields are not supplied (*Notice the "" showing that the field is blank*)

" JONES", "MARY", "", "5125551000", "18 YORK AVENUE", "DALLAS", "75201", ""

SAMPLE CONTROL FILE FORMAT

This file will only contain a single row with one column. The value of that column will be the total number of records representing the company's residential customers who qualify for the discount (.txt file). For example, if the LIDA matched 10,000 records of the company's residential customers who qualify for the discount, the control file would contain the value 10000 starting in position 1 of the record.

Filename: TSP2nnnnnnnnn_YYYYMM.ctrl

Sample Filename: TSP200012345_200901.ctrl

Record Format: 999999999 (where 999999999 represents the total number of records in the .txt file)

Sample Record: 10000

APPENDIX C

CHAPTER 26. SUBSTANTIVE RULES APPLICABLE TO TELECOMMUNICATIONS SERVICE PROVIDERS.

Subchapter P. TEXAS UNIVERSAL SERVICE FUND

§26.412. Lifeline Service Program.

- (a) **Scope and purpose.** Through this section, the commission seeks to identify and make available Lifeline Service to all qualifying customers and households, establish a procedure for Lifeline Automatic Enrollment and Lifeline Self-Enrollment, and define the responsibilities of all providers of local exchange telephone service that provide Lifeline Service, qualified customers, the Texas Health and Human Services Commission (HHSC), and the Low-Income Discount Administrator (LIDA) Program.
- (b) **Applicability.** This section applies to the following providers of local exchange telephone service collectively referred to in this section as Lifeline providers:
- (1) ETC -- A carrier designated as such by a state commission pursuant to 47 C.F.R. §54.201 and §26.418 of this title (relating to Designation of Common Carriers as Eligible Telecommunications Carriers to Receive Federal Universal Service Funds).
 - (2) ETP -- A provider designated as an ETP as defined by §26.417 of this title (relating to Designation as Eligible Telecommunications Providers to Receive Texas Universal Service Funds (TUSF)).
 - (3) Resale ETP -- A certificated provider that provides local exchange telephone service solely through the resale of an incumbent local exchange carrier's service and that has been designated as an ETP as defined by §26.419 of this title (relating to Telecommunication Resale Providers Designation as Eligible Telecommunications Providers to Receive Texas Universal Service Funds (TUSF) for Lifeline Service).
 - (4) Non-ETP/ETC Certificated Provider -- Any certificated provider of local exchange telephone service that chooses not to become an ETP or an ETC as defined by §§26.417, 26.418, or 26.419 of this title.
- (c) **Definitions.**
- (1) Qualifying low-income customer -- A customer who meets the qualifications for Lifeline Service, as specified in subsection (d) of this section.
 - (2) Toll blocking -- A service provided by Lifeline providers that let customers elect not to allow the completion of outgoing toll calls from their telephone.
 - (3) Toll control -- A service provided by Lifeline providers that allow customers to specify a certain amount of toll usage that may be incurred on their telephone account per month or per billing cycle.
 - (4) Toll limitation -- Denotes either toll blocking or toll control for Lifeline providers that are incapable of providing both services. For Lifeline providers that are capable of providing both services, "toll limitation" denotes both toll blocking as defined in paragraph (2) of this subsection and toll control as defined in paragraph (3) of this subsection.
 - (5) Eligible resident of Tribal lands -- A "qualifying low-income customer," as defined in paragraph (1) of this subsection, living on or near a reservation. Pursuant to the Alaska Native Claims Settlement Act (85 Stat. 688), a "reservation" is defined as any federally recognized Indian tribe's reservation, pueblo, or colony.
 - (6) Income -- As defined in 47 C.F.R. §54.400(f) includes all income actually received by all members of the household. This includes salary before deductions for taxes, public assistance benefits, social security payments, pensions, unemployment compensation, veteran's benefits, inheritances, alimony, child support payments, worker's compensation benefits, gifts, lottery winnings, and the like. The only exceptions are student financial aid, military housing and cost-of-living allowances, irregular income from occasional small jobs such as baby-sitting or lawn mowing, and the like.

CHAPTER 26. SUBSTANTIVE RULES APPLICABLE TO TELECOMMUNICATIONS SERVICE PROVIDERS.

Subchapter P. TEXAS UNIVERSAL SERVICE FUND

- (d) **Customer Eligibility Requirements.** A customer is eligible for Lifeline Service if they meet one of the criteria of paragraph (1), (2), or (3) of this subsection as determined by the LIDA. Nothing in this section shall prohibit a customer otherwise eligible to receive Lifeline Service from obtaining and using telecommunications equipment or services designed to aid such customer in utilizing qualifying telecommunications services.
- (1) The customer's household income is at or below 150% of the federal poverty guidelines as published by the United States Department of Health and Human Services and updated annually;
 - (2) A customer who receives benefits from or has a child that resides in the customer's household who receives benefits from any of the following programs qualifies for Lifeline Services: Medicaid, Food Stamps, Supplemental Security Income (SSI), Federal Public Housing Assistance, Low Income Home Energy Assistance Program (LIHEAP), or health benefits coverage under the State Child Health Plan (CHIP) under Chapter 62, Health and Safety Code; or
 - (3) A customer is an eligible resident of tribal lands as defined in subsection (c)(5) of this section.
- (e) **Lifeline Service Program.** Each Lifeline provider shall provide Lifeline Service as provided by this section. Lifeline Service is a retail local exchange telephone service offering available to qualifying low-income customers. Lifeline Service shall be provided according to the following requirements:
- (1) Designated Lifeline services. Lifeline providers shall offer the services or functionalities enumerated in 47 C.F.R. §54.101(a)(1)-(9) (relating to Supported Services for Rural, Insular and High Cost Areas).
 - (2) Toll limitation. Lifeline providers shall offer toll limitation to all qualifying low-income customers at the time the customer subscribes to Lifeline Service. If the customer elects to receive toll limitation that service shall become part of the customer's Lifeline Service and the customer's monthly bill will not be increased by otherwise applicable toll limitation charges.
 - (3) Disconnection of service.
 - (A) Disconnection prohibition. Lifeline providers may not disconnect Lifeline Service for non-payment of toll charges.
 - (B) Discontinuance of Lifeline Discounts for customers automatically enrolled. The eligibility period for automatically enrolled customers is the length of their enrollment in HHSC benefits plus a period of 60 days for renewal. Automatically enrolled customers will have an opportunity to renew their HHSC benefits or self enroll with LIDA upon the expiration of their automatic enrollment.
 - (C) Discontinuance of Lifeline discounts for customers who have self-enrolled. Individuals not receiving benefits through HHSC programs, but who have met Lifeline income qualifications in subsection (d) of this section, are eligible to receive the Lifeline discount for seven months, which includes a period of 60 days during which the customer may renew their eligibility with LIDA for an additional seven months.
 - (4) Number Portability. Consistent with 47 C.F.R. §52.33(a)(1)(C), Lifeline providers may not charge Lifeline customers a monthly number-portability charge.
 - (5) Service deposit prohibition. If the qualifying low-income customer voluntarily elects toll limitation from the Lifeline provider, the Lifeline provider may not collect a service deposit pursuant to §26.24 of this title (relating to Credit Requirements and Deposits) in order to initiate Lifeline Service.
 - (6) Ancillary services. A Lifeline provider shall provide customers who apply for or receive Lifeline Service access to available vertical services or custom calling features, including caller ID, call waiting, and call blocking, at the same price as other consumers. Lifeline discounts shall only apply to that portion of the bill that is for basic network services.

CHAPTER 26. SUBSTANTIVE RULES APPLICABLE TO TELECOMMUNICATIONS SERVICE PROVIDERS.

Subchapter P. TEXAS UNIVERSAL SERVICE FUND

- (7) Bundled packages. A Lifeline provider shall provide customers who apply to receive Lifeline Service access to bundled packages at the same price as other consumers less the Lifeline discount that shall only apply to that portion of the bundled package bill that is for basic network service.
- (f) **Lifeline support and recovery of support amounts.**
 - (1) **Lifeline discount amounts.** All Lifeline providers shall provide the following Lifeline discounts to all eligible Lifeline customers:
 - (A) Waiver of the monthly subscriber line charge (SLC) -- Lifeline providers shall grant a waiver of the monthly SLC at the rate tariffed by the incumbent local exchange carrier serving the area of the qualifying low-income customer. If the ETP does not charge the SLC, it shall reduce its lowest tariffed residential rate for supported services by the amount of the SLC tariffed by the Incumbent Local Exchange Carrier (ILEC) serving the area of the qualifying low-income customer.
 - (B) Federally approved \$1.75 reduction -- A Lifeline provider shall give a qualifying low-income customer a federally approved reduction of \$1.75 in the monthly amount of intrastate charges paid pursuant to 47 C.F.R. §54.403 (relating to Lifeline Support Amount).
 - (C) Additional state reduction with federal matching -- A Lifeline provider shall give a qualifying low-income customer an additional state-approved reduction of up to a maximum of \$3.50 in the monthly amount of intrastate charges.
 - (D) Federal match of state reduction -- A Lifeline provider shall provide a further federally approved reduction equal to one-half the amount of the state-mandated reduction in subparagraph (C) of this paragraph up to a maximum of \$1.75.
 - (E) Additional federal Lifeline support of up to \$25 per month for Lifeline service provided to an eligible resident of Tribal lands, as defined in 47 C.F.R. §54.400(e).
 - (F) Additional Texas High Cost Universal Service Plan (THCUSP) ILEC Area Discount --
 - (i) Beginning January 1, 2009, Lifeline providers operating in the service areas of Southwestern Bell Telephone Company d/b/a AT&T Texas, GTE Southwest Incorporated d/b/a Verizon Southwest, Central Telephone Company d/b/a Embarq, United Telephone Company d/b/a Embarq, and Windstream Communications Southwest, or their successors, (collectively, THCUSP ILECs) shall provide a reduction (THCUSP ILEC Area Discount) equal to 25% of any actual increase by a THCUSP ILEC to its residential basic network service rate that occurs in a THCUSP ILEC's Public Utility Regulatory Act (PURA) Chapter 58 regulated exchanges and is consistent with the Unanimous Settlement Agreement filed on April 8, 2008, and adopted by the commission in its Order filed on April 25, 2008, in Docket Number 34723, *Petition for Review of Monthly Line Support Amounts from the Texas High Cost Universal Service Plan, Pursuant to PURA §56.031 and P.U.C. SUBST. R. §26.403* (Rate Increase) and with new §26.403 of this title adopted by the commission in Project Number 39937, *Rulemaking to Consider Amending Substantive Rule §26.403, Relating to the Texas High Cost Universal Service Plan and Substantive Rule §26.412, Relating to the Lifeline Service Program*.
 - (ii) A THCUSP ILEC Area Discount shall be calculated by a THCUSP ILEC on the basis of the weighted average of the Rate Increase(s). The calculation of the weighted average of the Rate Increase(s) shall use a denominator that is the sum of all PURA Chapter 58 regulated residential

CHAPTER 26. SUBSTANTIVE RULES APPLICABLE TO TELECOMMUNICATIONS SERVICE PROVIDERS.

Subchapter P. TEXAS UNIVERSAL SERVICE FUND

lines with Rate Increases, and shall use a numerator that is the sum of each product that results from multiplying the number of PURA Chapter 58 regulated residential lines affected by each discrete Rate Increase times the corresponding Rate Increase. The weighted average of the Rate Increase(s) calculation shall be included in the tariff filing made to implement the THCUSP ILEC AREA Discount.

- (iii) A THCUSP ILEC Area Discount shall be provided to all qualifying Lifeline customers who are located in the service area of the THCUSP ILEC that has implemented the corresponding Rate Increase.
 - (iv) A THCUSP ILEC shall file with the commission tariffs implementing a THCUSP ILEC Area Discount at the time it files for a Rate Increase.
 - (v) A competitive local exchange carrier (CLEC) Lifeline provider operating in the service area of a THCUSP ILEC shall file with the commission tariffs or price lists implementing the appropriate THCUSP ILEC Area Discount.
 - (vi) The effective date of a THCUSP ILEC Area Discount shall have the same effective date as the corresponding Rate Increase.
- (2) **Lifeline support amounts.** The following Lifeline providers shall receive support amounts for the Lifeline discounts outlined in paragraph (1) of this subsection:
 - (A) ETC -- Pursuant to 47 C.F.R. §54.403(a), the federal Lifeline support an ETC shall receive is:
 - (i) The tariffed rate in effect for the primary residential SLC of the incumbent local exchange carrier serving the area in which the qualifying low-income consumer receives service.
 - (ii) Additional federal Lifeline support in the amount of \$1.75 per month.
 - (iii) Additional federal Lifeline support in an amount equal to one-half the amount of any state-mandated Lifeline support or Lifeline support otherwise provided by the carrier, up to a maximum of \$1.75 per month.
 - (iv) Additional federal Lifeline support of up to \$25 per month for Lifeline service provided to an eligible resident of Tribal lands, as defined in 47 C.F.R. §54.400(e).
 - (B) ETP --
 - (i) An ETP shall receive state support of up to a maximum of \$3.50 which is eligible for federal matching as described in paragraph (1)(C) of this subsection.
 - (ii) An ETP operating in the service areas of the THCUSP ILECs shall receive additional state support equal to the discount prescribed by paragraph (1)(F) of this subsection.
 - (iii) If an ETP has been designated as an ETC, then the certificated provider shall also receive support amounts prescribed by subparagraph (A) of this paragraph.
 - (C) Resale ETP -- A resale ETP shall receive Lifeline Service support equal to the following state and federal amounts as long as the Lifeline Service was not purchased as a wholesale offering from the ILEC. Any Lifeline Service purchased as a wholesale offering from the ILEC includes the Lifeline Discount and is therefore not eligible to receive an additional discount. The Texas Universal Service Fund (TUSF), regardless of whether the Lifeline Service Discount is state or federally mandated, will provide all Lifeline Service support.
 - (i) The tariffed rate in effect for the primary residential SLC of the incumbent local exchange carrier serving the area in which the qualifying low-income consumer receives service. If the Resale ETP does not charge the SLC, it

CHAPTER 26. SUBSTANTIVE RULES APPLICABLE TO TELECOMMUNICATIONS SERVICE PROVIDERS.

Subchapter P. TEXAS UNIVERSAL SERVICE FUND

- shall reduce its lowest tariffed residential rate for supported services by the amount of the SLC tariffed by the ILEC serving the area of the qualifying low-income customer;
 - (ii) Additional federally mandated Lifeline support in the amount of \$1.75 per month;
 - (iii) Additional federally mandated Lifeline support in an amount equal to one-half the amount of any state-mandated Lifeline support or Lifeline support otherwise provided by the carrier, up to a maximum of \$1.75 per month;
 - (iv) Additional federally mandated Lifeline support of up to \$25 per month for Lifeline service provided to an eligible resident of Tribal lands, as defined in 47 C.F.R. §54.400(e);
 - (v) A resale ETP shall receive state-mandated support of up to a maximum of \$3.50 which is eligible for federal matching as described in paragraph (1)(C) of this subsection; and
 - (vi) A Resale ETP operating in the service areas of the THCUSP ILECs shall receive additional state support equal to the discount prescribed by paragraph (1)(F) of this subsection.
 - (D) Non-ETP/ETC -- A Non-ETP/ETC is not eligible to receive any state or federally mandated Lifeline support.
- (g) **Obligations of the customer and the Lifeline provider.**
- (l) **Obligations of the customer.**
 - (A) Customers who meet the low-income requirement for qualification but do not receive benefits under the programs listed in subsection (d) of this section may provide the LIDA with self-enrollment for Lifeline benefits.
 - (B) Customers receiving benefits under the programs listed in subsection (d) of this section and who have telephone service will be subject to the Lifeline automatic enrollment procedures as provided by the LIDA unless they provide the LIDA with a request to be excluded from Lifeline Service.
 - (C) Customers receiving benefits under the programs listed in subsection (d) of this section and who do not have telephone service must initiate a request for service from a participating telecommunications carrier providing local service in their area.
 - (D) Opportunity for contest.
 - (i) A customer who believes that their self-enrollment application has been erroneously denied may request in writing that LIDA review the application, and the customer may submit additional information as proof of eligibility.
 - (ii) A customer who is dissatisfied with LIDA's action following a request for review under clause (i) of this subparagraph may request in writing that an informal hearing be conducted by the commission staff.
 - (iii) A customer dissatisfied with the determination after an informal hearing under clause (ii) of this subparagraph may file a formal complaint pursuant to §22.242(e) of this title (relating to Complaints).
 - (2) **Obligations of Lifeline providers.**
 - (A) A Lifeline provider shall only provide Lifeline Service to all eligible customers identified by the LIDA within its service area in accordance with this section.
 - (i) A Lifeline provider shall identify, on the initial database provided by the LIDA, those customers to whom it is providing telephone service and shall begin reduced billing for those qualifying low-income customers.

CHAPTER 26. SUBSTANTIVE RULES APPLICABLE TO TELECOMMUNICATIONS SERVICE PROVIDERS.

Subchapter P. TEXAS UNIVERSAL SERVICE FUND

- (ii) The eligible customer shall not be charged for changes in telephone service arrangements that are made in order to qualify for Lifeline Service, or for service order charges associated with transferring the account into Lifeline Service. If the eligible customer changes the telephone service, the Lifeline provider shall begin reduced billing at the time the change of service becomes effective.
 - (iii) Upon receipt of the monthly update provided by the LIDA, a Lifeline provider shall begin reduced billing for those qualifying low-income customers subscribing to services within 30 days.
 - (iv) The LIDA shall provide a self-enrollment form by direct mail at the customer's request. The LIDA shall maintain customers' self-enrollment forms and provide a database of self-enrolling customers to all Lifeline providers.
- (B) **Tariff Requirement.** Each Lifeline provider shall file a tariff to implement Lifeline Service, or revise its existing tariff for compliance with this section and with applicable law, including subsection (f)(1)(C) of this section.
- (C) **Reporting requirements.** Lifeline providers providing Lifeline Service pursuant to this section shall report information as required by the commission or the TUSF administrator, including but not limited to the following information:
 - (i) Initial reporting requirements. Lifeline providers shall provide the commission and the TUSF administrator with information demonstrating that its Lifeline Service plan meets the requirements of this section.
 - (ii) Monthly reporting requirements. Lifeline providers shall report monthly to the TUSF administrator the total number of qualified low-income customers to whom Lifeline Service was provided for the month by the Lifeline providers. Resale ETPs shall not report any customers whose Lifeline Services were purchased from an ILEC as a wholesale Lifeline Service offering. The ILEC from whom these lines were purchased will include those customers in its total number of qualified low-income customers reported to the TUSF administrator. Non-ETP Lifeline providers are excluded from this reporting requirement since they have elected not to receive any type of Lifeline support.
 - (iii) Other reporting requirements. Lifeline providers shall report any other information required by the commission or the TUSF administrator, including any information necessary to assess contributions to and disbursements from the TUSF. Non-ETP Lifeline providers may be required to report certain information to the commission but will not be required to submit information to the TUSF administrator since they have elected not to receive any type of Lifeline support.
 - (iv) ETPs shall file the following information with the administrator of the Federal Lifeline Program. Non-ETP Lifeline providers are exempt from this requirement.
 - (I) information demonstrating that the ETP's Lifeline Service plan meets the criteria set forth in 47 C.F.R. Subpart E (relating to Universal Service Support for Low-Income Consumers);
 - (II) the number of qualifying low-income customers served by the ETP;
 - (III) the amount of state assistance; and
 - (IV) other information required by the administrator of the Federal Lifeline Program.

CHAPTER 26. SUBSTANTIVE RULES APPLICABLE TO TELECOMMUNICATIONS SERVICE PROVIDERS.

Subchapter P. TEXAS UNIVERSAL SERVICE FUND

- (D) **Notice Requirement.** A Lifeline provider shall provide the following notices of Lifeline Service:
 - (i) Notice of Lifeline Service in any directory it distributes to its customers advising customers of the availability of Lifeline Service. In any instance where the Lifeline provider provides bilingual (English and Spanish) information in its directory, the Lifeline provider must also provide its notice regarding Lifeline Service in a bilingual format;
 - (ii) An annual bill message-advising customers of the availability of Lifeline Service. In any instance where the Lifeline provider provides bilingual (English and Spanish) information in its annual bill messages, the Lifeline provider must also provide its notice regarding Lifeline Service in a bilingual format;
 - (iii) Inform all customers both orally and in writing of the existence of the Lifeline Service program when they request or initiate service or change service locations or providers. In any instance where the Lifeline provider provides bilingual (English and Spanish) information in its directory, the Lifeline provider must also provide its notice regarding Lifeline Service in a bilingual format; and
 - (iv) Shall publicize the availability of Lifeline Service in a manner reasonably designed to reach those likely to qualify for the service.
- (E) **Confidentiality agreements.** Each Lifeline provider must execute a confidentiality agreement with the LIDA prior to receiving the LIDA's eligibility database. The agreement will specify that client information is released by the LIDA to the Lifeline provider for the sole purpose of providing Lifeline Service to eligible customers and that the information cannot be released by the Lifeline provider or be used by the Lifeline provider for any other purpose.

APPENDIX D



CUSTOMER CONSENT FORM

I voluntarily agree to participate in the Peoples Rural Connection Low-Income broadband Pilot Program. I understand that this program is being conducted by Peoples Telephone Cooperative, Inc. to gather high-quality data that will help identify effective approaches to increasing broadband adoption and retention by low-income consumers. I understand that the evaluation methods which may involve me consist of, but are not limited to:

- My personal information being shared
- My completion of evaluation questionnaire(s) and/or
- My participation in an USAC interview.

I grant permission for the interview to be tape recorded and transcribed. I grant permission for the evaluation data generated from the above methods to be published in an evaluation report to the FCC, and in a dissertation and/or future publication(s).

I understand that any identifiable information in regards to my name, address, phone numbers, social security number, age, household members, ages of household members and household income may be listed in the above-mentioned evaluation report to the FCC, the dissertation, and/or any future publication.

Signature

Date

Printed Name

Witness

Date

APPENDIX E

TEXAS DEPARTMENT OF AGRICULTURE

TODD STAPLES
COMMISSIONER

August 6, 2012

Mr. Julius Genachowski
Chairman
Federal Communications Commission
445 12th Street SW
Washington, D.C. 20554

Dear Chairman Genachowski:

Peoples Telephone Cooperative is applying to the Federal Communications Commission Lifeline Broadband Adoption Pilot program to address broadband adoption among low-income households in rural east Texas. The Peoples Rural Connection program seeks to maximize the impact of a Lifeline broadband allocation by leveraging existing community resources to help low-income families overcome multiple significant barriers to adoption.

The Peoples Rural Connection Pilot program would offer Lifeline-eligible customers two participation options, digital subscriber line or long term evolution platforms. The pilot program will test which incentive, a higher monthly service fee with a free computer or a lower priced monthly service fee with a discounted computer, is most likely to bring low-income non-adopters online.

Peoples Telephone Cooperative has sought to partner with a local non-profit, as well as the Connected Texas' Every Community Online program, a major public-private partnership designed to provide digital literacy training, to ensure the success of the Lifeline-funded proposal.

Creating partnerships to maximize resources is a strategy that has delivered great results in Texas. This approach promotes private investment in areas where telecommunications markets can exist and thrive; it also provides efficient solutions to meet broadband needs where unique circumstances challenge market-based, competitive solutions, life in rural areas of the state. Efforts to expand broadband service should be focused on ways to encourage partnerships rather than utilizing subsidies to challenge market-based investment.

Thank you for your consideration of People's application. Please feel free to contact me if I may assist you in the future.

Sincerely,



Rick Rhodes
Administrator, Office of Rural Affairs

